

CAROLINA PICOLO CACIOLI

cacidame@gmail.com | carolcacioli.com | [202.531.4540](tel:202.531.4540)

UX/UI Designer | Enterprise Systems, Workflow Optimization & Accessibility

Clearance: Public Trust

CORE SKILLS

UX & Product Design

- UX Strategy
- Journey Mapping / Workflow Design
- Usability Testing
- Wireframing / Prototyping

Collaboration & Delivery

- Agile / Scrum / Jira
- Cross-functional Team
- Stakeholder Management

Enterprise & Systems UX

- Design Systems
- Enterprise Platforms
- Accessibility (Section 508)
- ServiceNow UX / Service Portals

Tools

- Figma / Axure RP
- Adobe Creative Cloud
- HTML/CSS

EXPERIENCE

REISystems Inc - UI/UX Designer

February 2022 to February 2026

Designed UX for federal enterprise ServiceNow systems under strict regulatory and accessibility constraints.

- Led end-to-end UX/UI design from discovery to delivery
- Defined requirements through user research and stakeholder input
- Designed scalable interfaces aligned with design system
- Conducted usability testing and improved accessibility
- Collaborated with product and engineering teams in Agile environments
- Supported front-end implementation (HTML/CSS)

Impact: Improved usability, workflow consistency, and system structure across federal platforms.

DealerOn Inc - Web Designer / Project Lead

February 2016 to February 2022

Led UX/UI design for enterprise automotive web platforms focused on usability and conversion.

- Designed UX solutions across multi-client platforms
- Translated requirements into structured user-centered designs
- Managed end-to-end design lifecycle from concept to production
- Collaborated with clients and cross-functional teams in Agile environments
- Conducted usability testing and improved consistency across properties

Impact: Improved usability and consistency across scalable enterprise web platforms.

EDUCATION & CERTIFICATIONS

Boston University |

Center for Digital Imaging Arts

Graphic and Web Design Certification

Nielsen Norman Group

- UX Research Training (2022)
- Usability Testing Training (2023)